



Unlock Management Potential

Successful organisations continually examine and improve their customer service, performance and cost drivers.

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Service Lines

BUSINESS CONCEPTS AND MODELS

At Sixfootfour our we don't make it up. Our consulting is underpinned by proven frameworks and business models.

This includes everything from business planning and executing business transformation programs to process mapping and productivity improvements.

BUSINESS TRANSFORMATION AND CHANGE MANAGEMENT

The business consultant cannot change the business. Only the business can change the business.

We work with the Leadership team to establish a change strategy, detailed change plan, stakeholder management plan, and establish the transformation governance structure.

Our methodologies and techniques are best practice and we customise and configure them to align to your organisational requirements, ensuring that maximum benefits in the shortest time possible.

BUSINESS STRATEGY AND THE DRIVERS OF SHAREHOLDER VALUE

Developing strategic leadership requires an understanding of the importance of, and the alignment between, the drivers of shareholder value and the business strategy. We work with senior stakeholders to establish a full understanding of the options for building a competitive strategy and what it takes to align the business to the strategy.

MANAGEMENT ACCOUNTABILITY AND STAKEHOLDER ENGAGEMENT

It is widely recognised that change is not sustainable without tangible support from the senior stakeholders and that inducing senior managers to change their daily routines, habits, and behaviours is difficult.

We work with the stakeholder community to apply an extended accountability model that engages management in a manner appropriate to their seniority and delegations. The natural consequence is increased engagement and ownership of business outcomes by management and the leadership team.

We work with management to enhance team leader and supervisory skills and to set effective and relevant key performance indicators. It includes defining and improving the business processes, and calculating the cost to serve.



THE OPERATING MODEL

The operating model is the anchor for the enterprise and is critical to the organisations ability to successfully compete in the marketplace and grow shareholder wealth. We work with senior management to understand the strategic drivers for the operating model and define the choices associated with building organisational capability and meeting the profit objectives of the shareholders.

BUSINESS OUTCOME MANAGEMENT

One of the most difficult tasks for any leader is the execution of strategy. This task is made more difficult when senior management do not have a common understanding of the 'end game' and disagree on how the strategic outcomes will be measured.

We apply a structured workshop methodology to establish:

1. A common understanding of the issues facing the business.
2. A common understanding of the end game and outcomes that must be achieved.
3. Ownership of a focused and inclusive business plan.
4. Understanding of the impact of changes to the scope of the program.

PRODUCTIVITY MANAGEMENT AND OPERATIONAL EXCELLENCE

Competition forces organisations to seek a strong and defensible competitive position in the marketplace. A key strategy (for defence and attack) is maximising the productivity of the organisational assets and resources. This requires active supervision and efficient business processes.

CUSTOMER VALUE MANAGEMENT

We engage the market to understand the voice of the customer and how an improved customer experience will increase shareholder value. It includes identifying and understanding the 'moments of truth' and the options for changing the operating model to deliver on the customer promise.



BUSINESS BENEFITS

- Improved outcomes from business transformation and change management.
- Auditable and bankable business benefits.
- Improved customer experience.
- Improved asset productivity and reduced operating costs.
- Increased productivity from knowledge assets.
- Improved governance, risk and control.
- Increased management accountability.
- Increased team performance.
- Business process efficiency and a reduced cost to serve.
- Training and education for managers and business analysts.



EDUCATION

To ensure change is sustainable, the consultant should never be anything more than a catalyst for change. This helps keep costs down and ensures that business improvements are owned by the business.

Our college offers tailored education and training for all stakeholders involved in the business improvement journey.

Each course balances the business dimension with the necessary technical aspects of the course.

The foundation philosophy is “turning theory into practice”. The focus of each course is on the “what, why and how”.

It provides the necessary conceptual insights and the practical models required to deliver a successful transformation program with defined and sustainable business benefits.

The curriculum includes:

- Business transformation and change management.
- Business strategy and the drivers of shareholder value.
- Customer value management.
- Management accountability.
- The elements of the operating model.
- Productivity and the first principles of management.
- Information management.
- Business outcome management.

About SIXFOOTFOUR

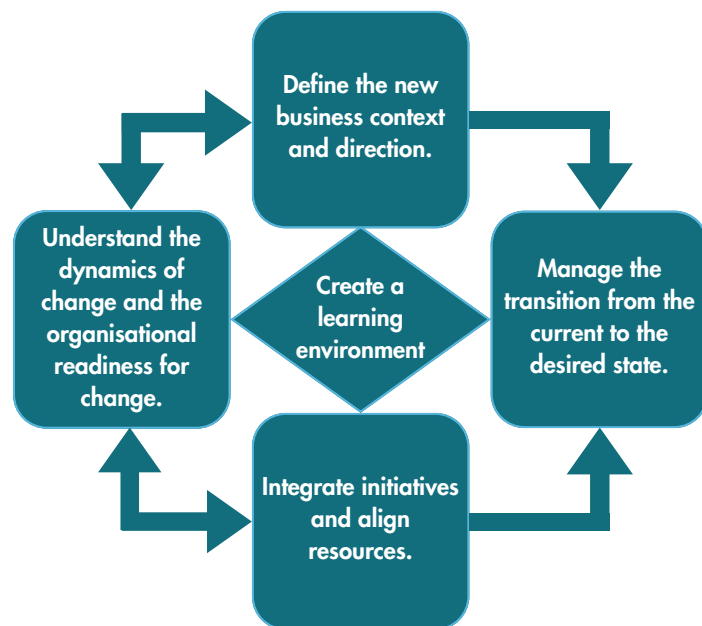
Sixfootour is a boutique business management consultancy owned and managed by Garth Holloway.

Projects are delivered by Garth and associates.

For more than two decades, Garth has helped numerous organisations across multiple sectors resolve challenging business transformation issues and optimise their performance through cultural and structural change.

He engages with senior executives to enable them to clearly understand the underlying issues facing their businesses and focus their attention on the top priorities.

A core strength is his ability to own and deliver large transformation programs. His proven methodologies and frameworks put problems into perspective, and provide the roadmap for their resolution.



Social Media



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